<u>Amendments to the Claims</u>

**This listing of claims will replace all prior versions, and listings, of the claims:**

1. (currently amended) A system for securely exchanging information between systems comprising:

a requesting system coupled to the Internet from which a user requests assistance from a support representative wherein said user utilizes a Web browser client to request said assistance;

a support representative system coupled to the Internet from which a support representative responds to the requesting user to provide assistance; and

a collaboration server system coupled to the Internet and accessible to both said requesting system and said support representative system for receiving a request from the user for assistance and for processing said request for assistance wherein said collaboration server system includes:

a rendezvous service, responsive to receipt of said request for assistance from the user, to initiate communications between the user and the support representative over the Internet between said requesting system and said support representative system in presence ~~or absence~~ of firewall protection in said requesting system <u>and in said support representative system</u>; and

an interaction service for managing continued interaction between said support representative system and said requesting system in presence ~~or absence~~ of firewall protection in said requesting system <u>and in said support representative system</u>.

2. (currently amended) The system of claim 1 wherein said rendezvous service includes:

a support representative locator for locating <u>said</u> ~~an appropriate human~~ support representative <u>that is a user who responds</u> ~~to respond~~ to said request for assistance.

3. (currently amended) The system of claim 2 wherein said support representative locator includes:

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rendezvous rules; and

a rules evaluator for selecting said ~~appropriate human~~ support representative in accordance with said rendezvous rules.

4. (original)  The system of claim 1 wherein said requesting system includes:

a support proxy for receiving from said interaction service a response to said request for assistance.

5. (original)  The system of claim 4 wherein said response is generated by said support representative system and transmitted to said interaction service.

6. (original)  The system of claim 5 wherein said response includes:

an operational module to be loaded and executed on said requesting system.

7. (original)  The system of claim 6 wherein said support proxy loads and executes said operational module.

8. (original)  The system of claim 6 wherein said operational module includes:

a digital signature for verifying the origin of said operational module.

9. (original)  The system of claim 8 wherein said support proxy verifies the integrity of said operation module using said digital signature.

10. (original)  The system of claim 9 wherein said digital signature uses a key of at least 128 bits.

11. (currently amended)  A collaboration server system for securely exchanging information between a requesting system and a support representative system, said collaboration server system comprising:

a rendezvous service, responsive to receipt of a request for assistance generated by a user of a Web browser client operating on said requesting system, to initiate

communications via the Internet between ~~said user and~~ support personnel at said support representative system, ~~associated with~~ said requesting system and said support representative system each having ~~in presence or absence of~~ firewall protection ~~in said requesting system~~; and

an interaction service for managing continued communication between said support personnel and said user ~~requesting system~~ in presence ~~or absence~~ of firewall protection at ~~in~~ said requesting system and firewall protection at said support representative system.

12. (currently amended)  The system of claim 11 wherein said rendezvous service includes:

a support representative locator for locating a ~~an appropriate human~~ support representative that is a user who responds ~~to respond~~ to said request for assistance.

13. (currently amended)  The system of claim 12 wherein said support representative locator includes:

rendezvous rules; and

a rules evaluator for selecting said ~~appropriate human~~ support representative in accordance with said rendezvous rules.

14. (original)  The system of claim 11 wherein said collaboration server system includes:

a support proxy operable in said requesting system for receiving from said interaction service a response to said request for assistance.

15. (original)  The system of claim 14 wherein said response is generated by said support representative system and transmitted to said interaction service.

16. (original)  The system of claim 15 wherein said response includes:

an operational module to be loaded and executed on said requesting system.

17. (original)  The system of claim 16 wherein said support proxy loads and executes said

operational module within said requesting system.

18. (original)  The system of claim 16 wherein said operational module includes:

a digital signature for verifying the origin of said operational module.

19. (original)  The system of claim 18 wherein said support proxy verifies the integrity of said operation module using said digital signature.

20. (original)  The system of claim 19 wherein said digital signature uses a key of at least 128 bits.

21. – 30. (canceled)